

Section 2-- Management Assessment Procedure

Introduction **The Management Assessment Procedure was written as a result of the BUS Division Quality Management Plan's requirement for documentation of a method for conducting periodic assessments of the implementation and effectiveness of its Quality Assurance (QA) Program and implementing procedures.**

In this section **This section contains the following topics:**

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Responsibilities in Conducting Management Assessments

BUS Quality Council

The BUS Division Quality Council is responsible for scheduling management assessment activities, assigning responsibilities, and making recommendations based on or associated with problems or issues identified in management assessments.

Line management

Line management is responsible for assuring that corrective action is taken to address all reported assessment deficiencies.

How to Conduct a Management Assessment

Overview

Management assessment is a tool used to identify areas of the QA Program that are not being implemented and/or require revision to correct problems, prevent problems, or improve the Division's effectiveness. This procedure describes how to conduct management assessment activities.

Procedure

The following steps are taken to conduct a management assessment:

Step	Action
1	<p>The BUS Division Quality Council determines a specific schedule for conducting management assessments.</p> <p><u>Note:</u> Formal self-assessment of the QA Program and its performance shall be conducted annually as either a separate assessment or in conjunction with other complementary self-assessments.</p>
2	<p>The Quality Council assigns an assessment leader to organize and lead each management assessment.</p>
3	<p>The assessment leader forms an assessment team, as necessary, to assist in completion of the assessment.</p>
4	<p>The assessment team performs the assessment as documented in section 4.9 of BUS Division's Quality Management Plan (QMP), using the questions listed on the following page as a basis for the process. Additional questions/topics may be added at the discretion of the Quality Council.</p>
5	<p>The assessment leader prepares and files for audit purposes an assessment report that includes the following:</p> <ul style="list-style-type: none">• Overview of assessment results;• Listing of identified issues; and• Summary of recognized areas of accomplishment or excellence.

6	All issues that are identified in the assessment report are then tracked and managed according to the requirements of the Issue Management Procedure in Chapter 3.
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Management Assessment Questions

Overview

The following questions are provided as a basis for the management assessment:

- Are the mission and the key quality objectives stated or referenced in the Quality Management Plan (QMP) current and accurate?
 - Does the QMP adequately define employee roles relative to implementing quality? How have these roles been flowed into individual job assignments? How are employees' performance in these roles evaluated?
 - How well does the organization capture information about the wants and needs of customers? How well is knowledge about the wants and needs of customers translated into quality improvements? How adequate are the organization's methods for measuring the degree to which customer wants and needs have been satisfied?
 - How well does the organization seek and take advantage of opportunities for improving quality and cost effectiveness?
 - How well does the organization seek to enhance and recognize human resource capabilities?
 - Does the organization have adequate resources available to enable accomplishment of objectives?
 - Does the organization utilize adequate, customer-driven measures of organizational performance? Are the measures improving over time?
 - Have the procedures required by the QMP been issued? Do Division personnel use the procedures to accomplish related work?
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